



# LearnIT! OnDemand

## Frequently Asked Questions

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### Information regarding log in, addressing technical issues, and key features

**Q: How do I access *LearnIT! OnDemand*?**

**A:** Log into the site at <https://learnitondemand.skillport.com>

- First time log in: use the username and initial password you received via email from Sean Aulson
  - o After your initial log in, you will be prompted to change your password
- If you have already logged in once, changed your password, and are having trouble logging back in, you can re-set your password via the “Forgot your password?” link on the log in page

**Q: I have logged in and now I need some help navigating the site. How should I proceed?**

**A:** Check out the three useful tabs on the left-hand side of the logged in homepage (shown below):

- Quickstart user guide
- Take a virtual tour
- Support



Within the Support tab, there are links to Help – which leads to an online user manual – and to Live Help. There are also Help links in the upper-right-hand corner of the *LearnIT! OnDemand* logged in homepage and the Books24x7 homepage within *LearnIT! OnDemand*.

**Q: I am having technical difficulties with the site, such as launching a course or accessing a book. Who should I call?**


A: Call the SkillSoft customer support line at 1-866-754-5435 (1-866-SKIL-HELP) for the most efficient resolution of a technical issue. You can also contact SkillSoft's customer support line by live chat at <http://support.skillsoft.com/livehelp> or by email at [support@skillsoft.com](mailto:support@skillsoft.com). There is a 48-hour turn-around time for an email response.

**Q: Who should I contact for help with accessibility issues?**


A: Our elearning partner, SkillSoft, is committed to providing an accessible product. If you need help with accessibility issues, contact Sean Aulson at 617-619-5635 or [sean.aulson@state.ma.us](mailto:sean.aulson@state.ma.us).

**Q: Can I access *LearnIT! OnDemand* from my smartphone?**

A: The Books24x7 component of *LearnIT! OnDemand* is fully mobile via the *Books24x7 On The Go* functionality.



Optimized for viewing on any web-enabled mobile device (including iPhone®, BlackBerry® and other smartphone models), Books24x7 On The Go™ ensures that users can access the Books24x7 site while away from their PC.



With this mobile-accessible site, users have access to the full content and functionality of the Books24x7 platform, including powerful search and browse capabilities, plus personal and corporate folders. Users can bookmark, create notes and add titles to their existing personal folders enabling them to organize particularly useful and relevant content.

At this time, courses are not mobile-ready, but SkillSoft is actively engaged in the process of making them mobile-ready.

**Q: Are the online books identical to the print versions?**

A: Yes. The content from the cover image through the entire book – including graphics – is identical to the print version. Content from any supplemental info (for example, a CD that comes with the book) is also included. The only discrepancy between the online versions and the print versions of the books is that the page numbers in the print version do not correspond exactly to each screen view.

**Q: Can I print out pages from a book or an entire book?**

A: Printing an entire book is not allowed due to copyright restrictions, so that functionality does not exist in Books24x7. Copying and printing of a small amount of content from a book is possible. For more answers about using books, check out the [Books24x7 FAQ page](#).

**Q: Can I print out the content of a course?**

A: Some courses include printable reference documents called Job Aids and SkillBriefs. Some IT Skills courses also include printable transcripts. It is not possible to print the content of an entire course.

## Guidelines regarding use at work and at home

**Q: How do I determine what courses are best for my career development?**

A: Employees should discuss with their managers the courses that will enhance their skills and contribute to their development. An 'elearning plan' is available on the *LearnIT!* program website at [www.mass.gov/itd/learnit](http://www.mass.gov/itd/learnit) to help guide these discussions.

**Q: Is there a limit to how many courses I can take and/or how much time I spend on elearning?**

A: Employees should discuss with their managers which courses they will take and how much time they will spend on elearning during work hours.

An 'elearning plan' is available on the *LearnIT!* program website at [www.mass.gov/itd/learnit](http://www.mass.gov/itd/learnit) to help guide these discussions. It is suggested that employees and managers agree to specific elearning times during the week/month to allow time for employees to focus on elearning while ensuring appropriate work coverage.

**Q: Can I take courses at home on my own time?**

A: Yes! You are welcome to make as much use of *LearnIT! OnDemand* on your own time as you like. Please note: overtime will not be approved for off-hours usage of *LearnIT! OnDemand*.

**Q: Will my use of *LearnIT! OnDemand* be tracked?**

A: At launch and during this inaugural year of *LearnIT! OnDemand*, high-level use of the site will be reviewed by the *LearnIT!* Program office to assess adoption rates, evaluate the level of demand, and help determine potential renewal plans.

While the system can be configured to generate reports on usage at various levels of detail, how this functionality may be implemented remains to be determined.

## Details regarding who can access *LearnIT! OnDemand*

**Q: I am a contractor in an IT role. Can I have access to *LearnIT! OnDemand*?**

A: At this time, *LearnIT! OnDemand* is only available to Commonwealth employees in IT roles in the Executive Department. Access to *LearnIT! OnDemand* may be granted to contractors on an exception basis, subject to license availability. Approval will be required by your manager and SCIO.

**Q: I am a Commonwealth employee in the Executive Department but I do not work in an IT role.**

Can I have access to *LearnIT! OnDemand*?

A: At this time, *LearnIT! OnDemand* is only available to Executive Department employees in IT roles.

**Q: I am a Commonwealth employee in an IT role but I do not work in the Executive Department.**

Can I have access to *LearnIT! OnDemand*?

A: At this time, *LearnIT! OnDemand* is only available to Executive Department employees in IT roles.

In this inaugural year, our limited number of licenses are allocated for Executive Department IT employees.

If you would like to express interest in acquiring access to *LearnIT! OnDemand* in the future, please email Sean Aulson at [sean.aulson@state.ma.us](mailto:sean.aulson@state.ma.us). Sean will keep track of all requests for future consideration as the program evolves.

## For more information

- Visit the *LearnIT!* training and development program website at [www.mass.gov/itd/learnit](http://www.mass.gov/itd/learnit)
- To contact the *LearnIT!* program office, contact Sean Aulson at 617-619-5635 or [sean.aulson@state.ma.us](mailto:sean.aulson@state.ma.us)